

Value-Added Programs by APS Healthcare for OHA

Provider and Resource Referral Database for Oregon Health Plan Open Card/FFS Clients

APS Healthcare Care Coordinators launched an extensive process in 2014 to search the web for providers in each county in Oregon who accept the OHP Open Card for FFS clients. This provides a rich database for use by Care Coordinators and RN Health Coaches to assist OHPCC Program clients.

Each individual office is personally contacted, with information and the person providing the information carefully documented. Specific verification is always done, whether it's to add or delete a provider. Questions asked were standardized to increase clarity and accuracy. This provides many opportunities to educate doctors' office staff about Open Card.

Basic categories were included in all counties, including: primary care physicians, Specialists, hospitals, urgent care facilities, dentists, vision service providers, pediatricians, DME, mental health, naturopaths, and other. Each provider is color-coded to quickly identify their status regarding Open Card. Other important information about each provider is also included, including whether they are certified by the State as a Patient-Centered Primary Care Home (PCPCH).

Other APS Healthcare Nurses and Care Coordinators are asked to contribute any info or leads they have and each lead is verified individually.

The resource and provider list is updated at least 3-4 times per year or whenever a lead is received on a potential new provider. There is an ongoing search for specialists and providers of services listed in the OHP handbook, but for which such resources are limited or unavailable (e.g., Endodontists)

An OHSU list of DMAP specialists was recently added and a dedicated liaison person at OHSU provides regular updates on this valuable list of specialists who accept OHP Open Card.

In support of the care management program for mothers approved for out-of-hospital births (OOHB), a new section was added for resources specific to this population throughout the state.

In support of the care management program for people on Hepatitis C medications in conjunction with the OHA's Pharmacy consultants at OSU, participating pharmacies were added to the list.

This list will also be expanded to include another section of resources to assist mental/behavioral health clients receiving IQA/1915i services. This will include emphasis on Peer-Delivered Services, which is an emphasis of the State and has been found to be very effective in national studies. Information about other valuable and relevant programs to assist clients to live well at the level of greatest possible independence will also be included, such as regarding voucher programs to assist them to overcome barriers to living with the most appropriate services and level of care.